

September 4, 2003

William J. Sim  
President  
Pepco  
701 ninth Street NW  
Washington, DC 20068-0001

Dear Mr. Sim:

Now that Pepco has apparently restored power to the homes of thousands of Montgomery County residents affected by the recent storms, we are writing to discuss what actions Pepco will take to restore public confidence. The events of recent days not only have caused financial hardship and major disruption to ten of thousands of our constituents; in addition, our residents are now questioning Pepco's basic ability to deliver core services.

In recent days, we have spoken with hundreds of our constituents who come from all walks of life—working families with small children, retirees with special health needs, and people with disabilities. The storm knocked out their power, and Pepco's inadequate response shattered their patience and their confidence, leaving them in the dark, literally and figuratively. What we heard most frequently from our constituents was frustration about the length of the outage, and frustration with the repeated inability to get a straight answer from Pepco. This was a bad storm, but it was not the storm of the century. If Pepco is unable to respond to this type of storm, we are very concerned about your ability to respond to a storm of greater magnitude, or some other incident.

We are grateful for the hard work of the men and women on the front lines who burned the candle at both ends in recent days. We also appreciate that you will be conducting a review of your response to this storm. Given the public's crisis of confidence about Pepco within the general public, we urge you to appoint a group of distinguished outside experts to play a critical role in this review.

In addition, as you conduct this review, we recommend that you speak to some of our constituents about their experiences. You will find that they are earnest people who are not chronic complainers, but were extremely frustrated by Pepco's actions and inactions.

As you undertake the process of learning from the events of recent days, we urge you to address the following issues among others:

- Did Pepco give inaccurate information to customers regarding the response time?
- Did Pepco have an adequate system in place for addressing the needs of customers with special health challenges, so that these customers would move to the front of the line?

- Is Pepco going to compensate customers for the financial losses they incurred?
- Is Pepco cutting corners by not employing enough front line workers who can perform the necessary repairs?
- Is Pepco prepared for a more severe event?
- What steps will Pepco take to restore public confidence?

We are pleased that a county Task Force will be examining the situation, and we look forward to learning more about your action plan for preventing this debacle from happening again. We hope to hear from you.

Sincerely,

Thomas E. Perez  
Councilmember District 5

Howard Denis  
Councilmember, District 1